



Learning management solutions provider meets steep enterprise requirements—with help from Jaspersoft business intelligence solutions.

## The Organizations

Remote-Learner, a North America-based learning services company founded in 1982, provides training, development and educational technology solutions for business enterprises of all sizes, governmental entities, school districts and higher education. The company is the leading provider of support services for the Moodle Learning Management System, installed in more than 43,000 locations and used by more than 32 million educators, administrators and students worldwide.

The company provides both Software-as-a-Service (SaaS) and licensed, premises-installed software solutions to hundreds of customers worldwide, including The Gap, Subaru, IEEE, AirTran, Royal Caribbean Cruise Lines, Los Angeles Community College District, and a wide array of four-year universities and K-12 school districts.

To meet the needs of organizations requiring solutions to manage their entire learning enterprises, Remote-Learner developed its ELIS (Enterprise Learning Intelligence Suite) solution, which combines Moodle’s rich course management functionality with extensive curriculum management, notification, content management and reporting capabilities.

## Challenge

As the Remote-Learner team began designing the ELIS solution, reporting and Business Intelligence surfaced early as a key requirement. “Our clients seek a solution like ELIS because they need visibility into every aspect of their learning enterprise,” says Jason Cole, Remote-Learning’s Chief Operating Officer. “Reporting—Business Intelligence—is a critical part of our solution, and we wanted it to be a key differentiator.”

Before creating ELIS, reporting had been handled by connecting to Moodle’s application programming interface (API) with hand-coded PHP scripts. But to meet the anticipated enterprise needs of ELIS users, the team would need to leverage and deploy more sophisticated reporting-related capabilities: a graphical report designer, role-based access management, and (eventually) ad hoc reporting and analytics.

### FAST FACTS

#### ORGANIZATION

Remote-Learner

#### INDUSTRY

Software / Software as a Service /

#### SOLUTION

ELIS: Enterprise Learning Intelligence Suite

#### RESULTS

Sped time-to-market for solution; provided superior, differentiating reporting capabilities to SaaS and software-based customers and clients.

*“The Jaspersoft BI technologies give us a tremendous advantage in serving our clients. Now our Enterprise Suite can go toe-to-toe with the leading providers—all at a price point that’s very attractive.”*

**Jason Cole**  
Chief Operating Officer  
Remote-Learner

CASE STUDY

“Obviously, it didn’t make sense for us to develop all of this BI functionality,” says Cole. “We wanted to focus on learning management—our core area of expertise—and leverage the expertise of others to create our reporting solution. Building it all ourselves would have significantly delayed our launch.”

### Choosing the right Business Intelligence technology

Remote-Learner has long been committed to open source components, and the ELIS solution was to be as completely open source, throughout the solution stack, as possible. “We see the open source architecture as a competitive advantage for us,” says Cole. “We can go out to our customers with a price advantage over closed-source providers—and, by tying in with other best-of-breed technologies like Jaspersoft and Alfresco, we’re able to focus on what we do best—integrated learning management solutions—and take advantage of the cool tools others have created.”

Other open source components already selected—in addition to the obvious Moodle choice—included the Linux operating system, MySQL database engine, the Alfresco content management and repository solution, and others.

The team evaluated open source reporting solutions from Jaspersoft and Pentaho—and chose Jaspersoft. “We found Jaspersoft easy to install and begin testing. We received a great level of support from Jaspersoft—very responsive and friendly—and they demonstrated that they understood and could support our direction with ELIS,” says Cole.

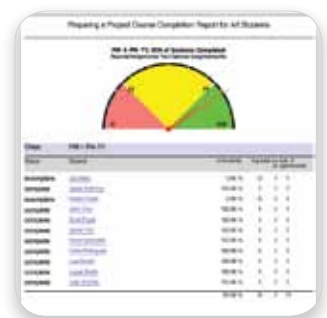
Jaspersoft’s BI technology was also the team’s first choice. “The technology—notably the interfaces—were very smooth.”

### The solution: integrated reporting, with more to come

Using Jaspersoft’s iReport graphical report designer and integrating JasperServer Enterprise Edition with the other ELIS components, Remote-Learner has deployed a rich set of standardized reports to its SaaS- and software-based ELIS clients. “The report designer was probably one of the most important positive impacts of working with Jaspersoft,” says Cole.

Reports are numerous and varied, aimed at various roles within a learning ecosystem:

- Individual learners (who might be enterprise employees, community college students, or enrollees at private learning institutions) can report on their progress against a curriculum or toward a degree or certificate. They can check their test scores and grades, review upcoming assignments and courses, and check course completion due dates.
- Instructors— or staff managers in an enterprise environment—have different reporting needs. Jaspersoft’s permissions functionality made it easy for



## CASE STUDY

Remote-Learner to create reports for people in these roles, who might want to check progress among their staff or classes against learning tracks. “We even created a kind of course progression gas gauge so supervisors can see how their people are progressing within their courses,” says Cole.

- As K-12 school districts have begun to use ELIS, progress against state educational standards has become an important reporting subject. Teachers and administrators want to see overall progress against a standard, but also need to drill down to identify specific subject matter problem and opportunity areas where a little remediation might go a long way. “They need to know where students are struggling so they can take action,” says Cole. “Our reporting in this area is bringing us a lot of positive feedback.”
- Other reporting topics range from registration statistics to student-by-student activity (participation) levels within a course.

## Results

Along with the overall ELIS solution, the Jaspersoft-powered reporting component has been extremely well received by Remote-Learner clients across all its markets. “Reporting is one of our biggest and best selling points,” says Cole.

Just as importantly, taking advantage of Jaspersoft’s advanced BI solutions enabled Remote-Learner to bring ELIS to market more quickly. “We were able to provide extremely useful reporting tools to our clients, and get the product out months earlier,” Cole adds.

Part of that success was a strong working relationship between Remote-Learner and Jaspersoft. “We felt responses from Jaspersoft’s support line were fast and helpful—especially when we had tricky report design questions,” said Jonathan Moore, VP of Business Development. The company also took advantage of several professional services engagements with Jaspersoft technical experts.

Looking forward, says Cole, Remote-Learner will be cashing in on its investment in a well-rounded BI suite. The company will integrate JasperAnalysis and JasperETL solutions with ELIS in the coming months, to provide data mart-based drill-down analysis capabilities for educators. Remote-Learner will also use JasperServer and JasperAnalysis for its internal business processes as well.

Now, ELIS has become Remote-Learner’s flagship product. “It’s the core of what do, now,” says Cole. “It gives us a tremendous advantage in serving our clients, thanks in part to Jaspersoft. Now our Enterprise Suite can go toe-to-toe with the leading providers—all at a price point that’s very attractive.”

## About Jaspersoft

Jaspersoft's open source business intelligence is the world's most widely used BI software, with more than 10 million product downloads worldwide and more than 12,000 commercial customers in 100 countries. Jaspersoft provides a web-based, open and modular approach to the evolving business intelligence needs of the enterprise and is the only BI vendor enabling true multi-tenancy while providing a common platform for on-premise, virtualized, SaaS and Cloud deployments. Jaspersoft's products span the continuum of core BI requirements, including reporting, analysis, dashboards and mash-ups, data analysis, and data integration. Its BI software is updated constantly by a development community of more than 120,000 registered members working on more than 350 projects. For more information visit: [www.jaspersoft.com](http://www.jaspersoft.com) and [www.jasperforge.org](http://www.jasperforge.org).

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